



Army Medical Command
BrightFax
User Guide



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Background

Outbound Fax. At most MTFs, outbound faxes are sent via the fax machine, completely over the public telephone system. Cost is significant and productivity is diminished. Traditional fax strategies make it difficult to account for this spending on a cost center basis. The fax machine itself is costly to maintain and is limited in its throughput.

BrightFax service delivers a more effective solution. Fax documents can originate right on the user's desktop PC. The user can incorporate attached files like Word, Excel etc. Routing occurs over the Internet for faster delivery. All costs can be tracked on a cost center basis.

Inbound Fax. Traditionally, inbound faxes are sent to the fax machine, and not directly to the person to whom the information is earmarked. Therefore, fax machines often become a bottleneck for getting information through. Once received, a highly manual process is required to get the document to its intended recipient. In today's fast-paced business environment, faxing can be one of the slower forms of business communications.

BrightFax eliminates these issues. All inbound faxes are converted to an e-mail format, and routed directly to the intended recipient, wherever the recipient is located. The physical fax machine no longer needs to be involved with receiving these inbound documents. The receipt of a fax becomes as convenient as the receipt of e-mail.

MTF BrightFax Account Administrator's Role

Each MTF facility will have and maintain a MTF BrightFax account administrator to oversee and ensure the proper and authorized use of BrightFax services. This individual will help ensure long-term success and daily use of BrightFax. MTF account administrators facilitate daily use of BrightFax and help facilitate customer support between MTF end users and BrightFax technical support service representatives. BrightFax has responsibility for properly maintaining BrightFax services at each facility. Account administrator duties are functional and non technical. There is no need for MTF IT/IM personnel to perform any duties or responsibilities with BrightFax. Responsibilities are as follows:

- Serve as primary MTF POC for BrightFax and MEDCOM
- Ensure proper use and training of all staff who utilize BrightFax
- Ensure BrightFax is used only for authorized purposes only
- Communicate to all users when significant changes occur to BrightFax that affect day to day use
- Administrator all BrightFax account matters, i.e. new accounts, account changes, etc
- Serve as POC for BrightFax when reporting or resolving BrightFax problems
- Communicate to MEDCOM POC when issues can't be resolved between MTF and BrightFax Technical Support

MTF Account Administrators

MTF

10th MedGrp
Barquist AHC
Basset ACH
Baynes Jones ACH
Blanchfield ACH
Brooke AMC
Colorado MMMO
Darnall ACH
DeWitt ACH
Durham AHC
Eisenower AMC
Evans ACH
Guthrie ACH
Ireland ACH
Kenner ACH
Kimbrough AAC
Kirt ACH
Wood ACH
Lawrence Joel ACH
Lyster AHC
MacDonald ACH
Madigan AMC
Martin ACH
Moncrief ACH
Monterey POMAH
Munson ACH
Reynolds ACH
RW Bliss ACH
Walter Reed AMC
Weed ACH
Winn ACH

Account Administrator

Mark Middleton
Janice Condrey
Daniel Ward
Mariane Whaley
Sharron Moseley
Roberto Elizondo
Phyllis Morris
Thomas Bundt
Betty Thomas
Nancy Goodling
Brenda Rollins
Patricia Baca
Terrie Romeo
Gregory Neese
Spencer Weaver
Cheryl Jones
David Bish
Patricia Gann
Leslie Wither
Leigh St Germain
Sonyo Graham
Tim Wance
Vickie Ivey
George Walker
Michael Mock
Louis Parker
Julie Parkinson
Debra Scott
Leonard Thompson
Karen Shields
Cynthia Cybul

BrightFax Training

BrightFax is easy to use. Short online training should be taken. Use the following link:
<https://icdb.tricarenw.mamc.amedd.army.mil/Help/BRIGHTFAXTRAINING/Indexauto.htm> If this link doesn't work or you encounter problems with this link please contact Tim Wance directly at (253) 968-6196.

Submitting a Trouble Ticket to BrightFax

MTF BrightFax Account Administrators are responsible for obtaining technical support for their MTF. Immediate technical support should directly be sought directly by calling 1-888-766-1660. Other trouble requests can be made by e-mail. BrightFax technical support will process trouble tickets on a priority system. Use the following format when generating your requests by e-mail:

Requesting a New Account:

To: etac@esyncnetworks.com

Subject: AMEDD New Account Request

Name: (Person getting new acct)

Facility: (MTF name)

Facility POC and Number: (MTF BrightFax Account Administrator)

Whether the new user would like to receive TIF or PDF files

Delete or Update an Existing BrightFax Account:

To: etac@esyncnetworks.com

Subject: AMEDD Delete/Update Account Request

BrightFax Number:

Facility: (MTF name)

Facility POC and Number: (MTF BrightFax Account Administrator)

Description of the modification:

Changes to a BrightFax Account:

To: etac@esyncnetworks.com

Cc: mark.hernandez@amedd.army.mil

Subject: AMEDD Change Request – Escalation Procedures

Type of Change Requested: (Be specific i.e. increase data storage, etc.)

Reason for change: (Be specific i.e. to handle increased traffic, etc.)

Dissatisfaction with BrightFax Service:

To: etac@esyncnetworks.com

Cc: mark.hernandez@amedd.army.mil CEOoffice@esyncnetworks.com

Subject: AMEDD/BrightFax Dissatisfaction

Provide brief description or reason for dissatisfaction

Trouble Ticket Processing

Trouble tickets are processed based on the nature and severity of the problem. BrightFax technical support determines response times as follows:

Severity Level	Definition	Response Time
1	Complete unavailability of network or service	Immediate
2	Partial or increased latency in availability of network or service	30 Minutes
3	No immediate impact to availability but requires attention	4 Hours
4	General question	24 Hours

Definition Detail:

SEVERITY 1 – URGENT

Customer and Internal Systems / Applications Outage
Communications / Linkage Outage (Service Down)
Server Outage

SEVERITY 2 – HIGH

Service degraded – still running but not operating at full capacity
A communication server can not transmit or process faxes
System is slow / Queue Buildup close to thresholds

SEVERITY 3 – MEDIUM

System Upgrades
Software/Bug Fixes
Questions
Change Request

SEVERITY 4 – LOW

Why an individual fax was not delivered?
Definition of return codes
Why fax cancelled?
Change format of messages
Low priority service question
Awaiting Information from Sales/Customer

Trouble Ticket Notification

When a trouble ticket is tagged as “Immediate” – MEDCOM is informed of the outage as soon as BrightFax is aware of the issue. BrightFax will not wait for problem resolution before performing notification. Other BrightFax resources will be working the issue parallel to this so there is no slow down in problem resolution.

Severity Level	Response Time	E-Sync Networks Resources Notified	AMEDD Resources Notified
1	Immediate	ETAC Manager	Mark Hernandez
	Immediate	Data Center Operations Director	
2	15 min	ETAC Manager	Mark Hernandez
	1 Hour	Data Center Operations Director	
3	1 Hour	ETAC Manager	Mark Hernandez
	4 Hours	Data Center Operations Director	
4	As needed	ETAC Manager	Mark Hernandez

E-Sync Networks Contact Information

	Contact Information
Operations Help Desk	Phone (toll free): (866)-766-1660 E-mail: ETAC@esyncnetworks.com

Referral Management Center Training

MTF staff using BrightFax should complete the online training prior to performing any consult or referral duties that may involve the use of BrightFax. In addition to BrightFax training, staff should be orientated and be thoroughly familiar with MTF referral management process and the duties associated with referral management center. Staff should be able to know and perform the following:

- Know who their BrightFax Account Administrator is and should work directly through with this POC when resolving BrightFax issues.
- Know how to obtain technical support when needed and directed to do so. 1-888-766-1660 (6:30AM-9:30PM EST).
- Take the online training demonstration and/or review this user's guide for BrightFax operation.
- Know how to access the online BrightFax help files.
- Obtain an account username and password from MTF BrightFax Account Administrator.
- Keep their BrightFax account user and password secure and not allow unauthorized use of BrightFax.
- Utilize BrightFax for referral management related duties and know all local policies for the use of BrightFax.

Using BrightFax

Logging on to BrightFax

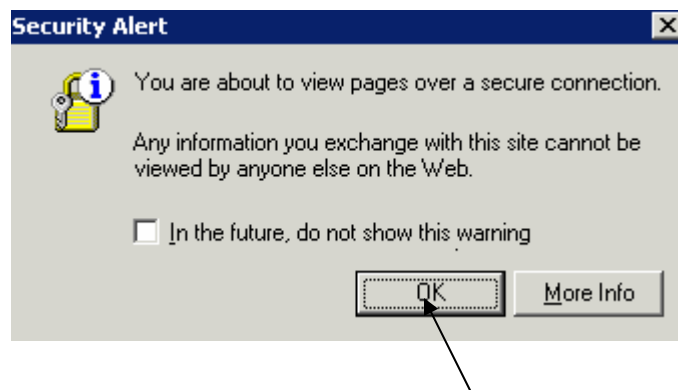
1. Open Internet Explorer and go to <https://amedd.brightfax.com/mail> This hyperlink will bring up the BrightFax login screen (see below).
2. Enter your username and password and click on 'Login'. (Your MTF BrightFax System Administrator should have obtained a user account)



The image shows the BrightFax login interface. At the top, it says "Secure Web Fax & Mail" in a stylized blue font, accompanied by a yellow envelope icon. Below this, the text "Secure Web Fax & Mail" appears in a smaller, plain font. The login section includes two input fields: "User name :" and "Password :". To the right of the password field is a checkbox labeled "Encrypted login". A blue "Login" button is positioned below the password field. Below the button is a link that says "Forgot your password?". At the bottom of the form is another link that says "BrightFax Help".

Click here for additional help

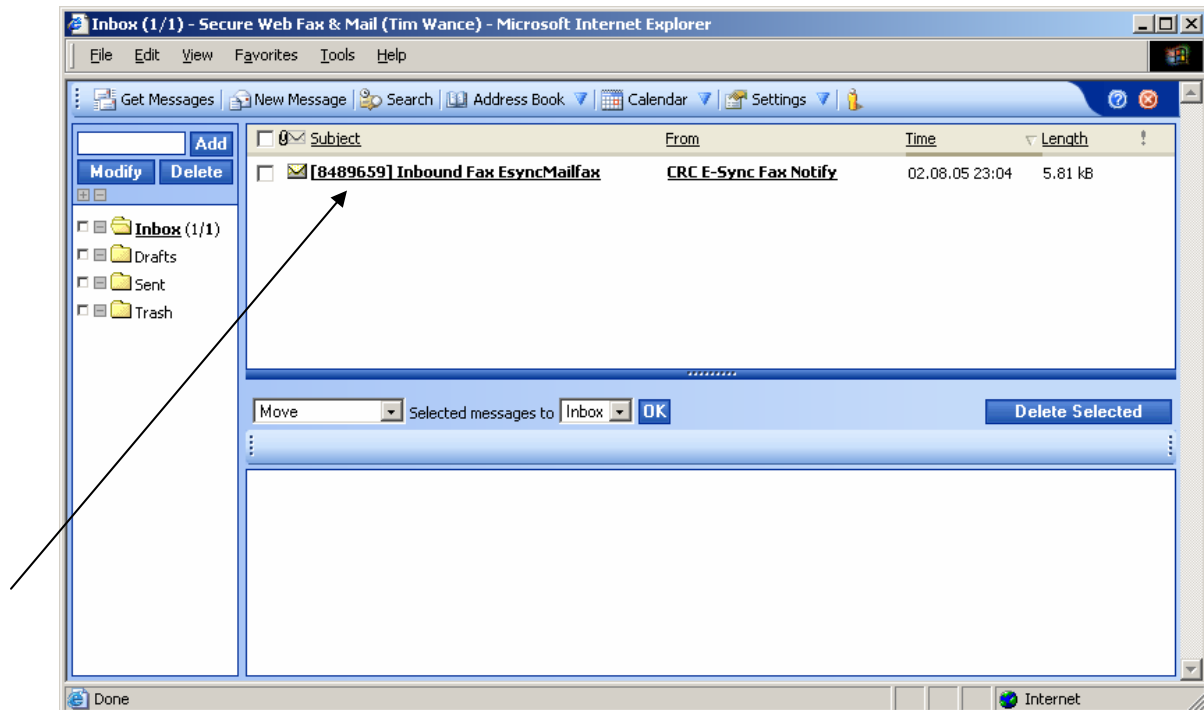
Note: If you receive the window below click on 'OK'.



3. Click 'Yes' on the Security Alert window below (This security alert can be suppressed by end user).

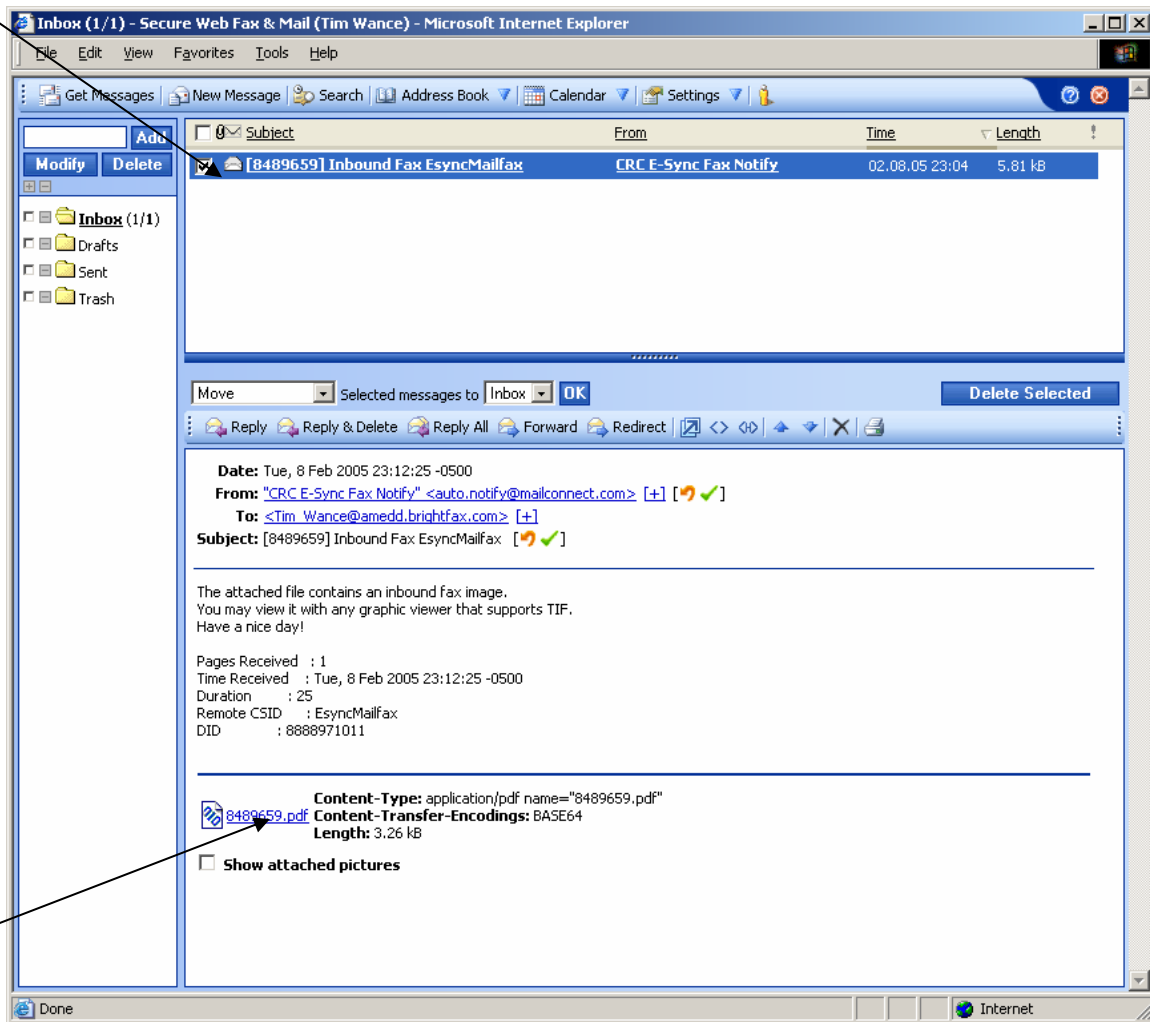


4. Your window will look similar to the one below:



Viewing Received Faxes

1. Any new inbound faxes will be displayed as above. To read them, click on the subject.
2. Your message will display in the preview pane window as follows:

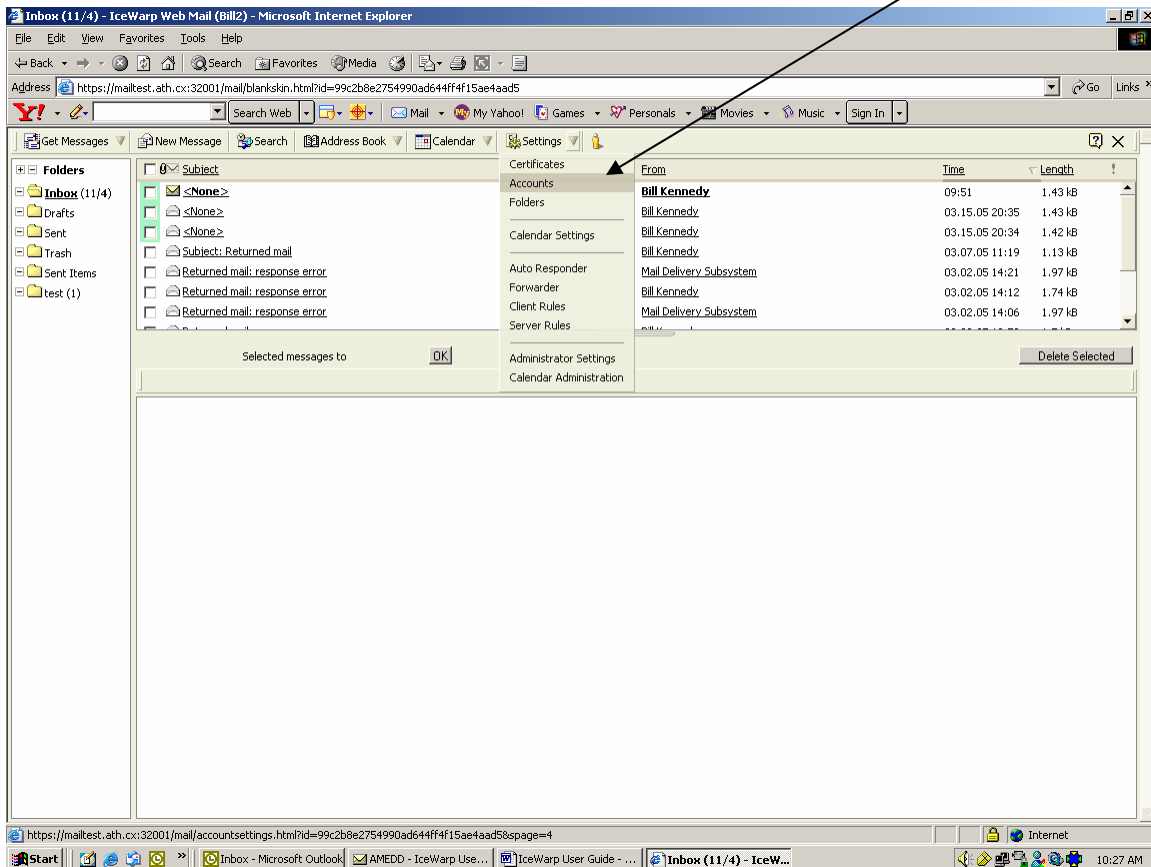


3. To view your fax, click on the pdf or tiff.
4. You are then asked to download the file to your computer.
 - To view the fax, click 'Open'.
 - To save a copy to your computer, click 'Save'.

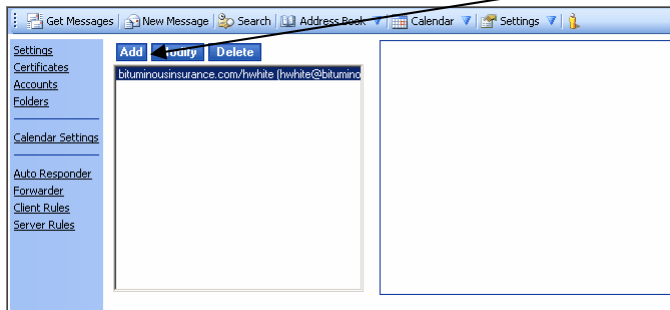
The fax will open using your computer's default pdf or tiff viewer, in most cases Adobe Reader or Imaging (included in Windows) respectively.

Adding a User to the Shared Mailbox

1. Click on the right drop down arrow on 'Settings' in the menu bar:
2. Click on 'Accounts':



3. Your account will be highlighted, click once on 'Add'



4. The following Account page will appear.
In the 'Account name' section, type in the Shared Mailbox email address

IceWarp Web Mail (Bill2) - Account - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://mailtest.ath.cx:32001/mail/accountsettingsaction.html>

Google games Search Web PageFlink 1679 blocked AutoFill Options games

Get Messages New Message Search Address Book Calendar Settings

Account

Account name : **test@mailtest.ath.cx**
Eg: admin@domain.com

Incoming mail server : mailtest.ath.cx
Eg: domain.com

Protocol : IMAP

IMAP Folder : INBOX
Eg: INBOX

User name : test

Password : xxxx

Confirmed password : xxxx

Color : #F4E1F5

Leave messages on server : ☒

Delete messages from server when deleted locally* : ☒

Delete messages from server when deleted from server* : ☒

Test Connection Save Changes Cancel

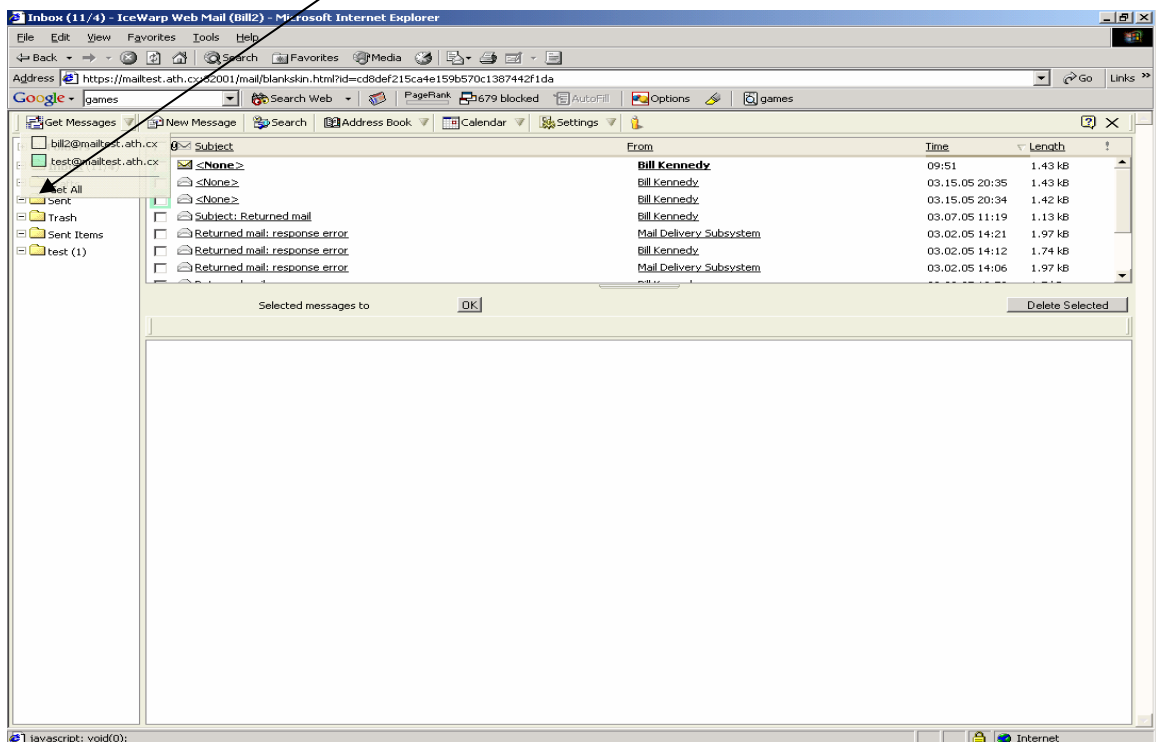
5. In the 'Incoming mail server' section, type whatever server address the User Account is currently on. As of March 15th we are on 192.168.2.69.
6. In the 'Protocol' drop down box choose 'IMAP'
7. In the 'User name' and 'Password' sections enter the user name and password of the user that you want to add.
8. Choose Army football Gold from the color pallet by mousing over said color and clicking on it. The code for the color you have chosen will populate in the 'Color' section.
9. Make sure that the following 3 options are checked
- Leave messages on server
 - Delete messages from server when deleted locally
 - Delete messages when deleted from server' boxes are checked.
10. Click 'Test Connection'
11. If 'Successful' appears after clicking the test connection then click 'Save Changes'

Viewing the Shared Mailbox

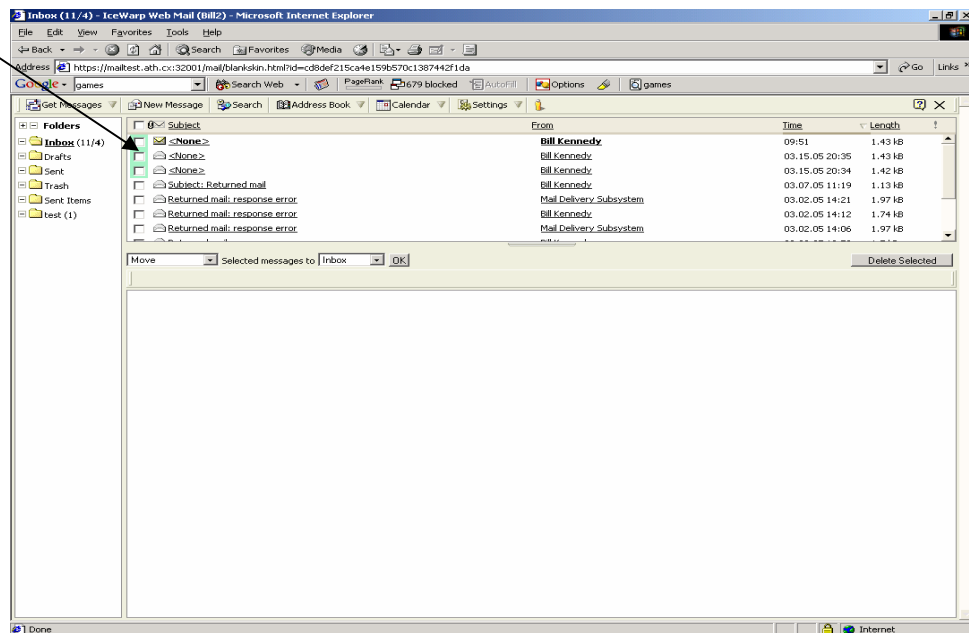
1. Log in as you normally would. Open Internet Explorer and go to <https://amedd.brightfax.com/mail> to bring up the login screen. Enter your individual username and password and click on 'Login'.

NOTE: Each user must have an individual username and password. Multiple log in's at the same time is not allowed.

2. In order to view the Shared Mailbox preview pane window click 'Get Messages' on the dropdown and choose the 'Get All' option:
3. Your window will look similar to the one below:



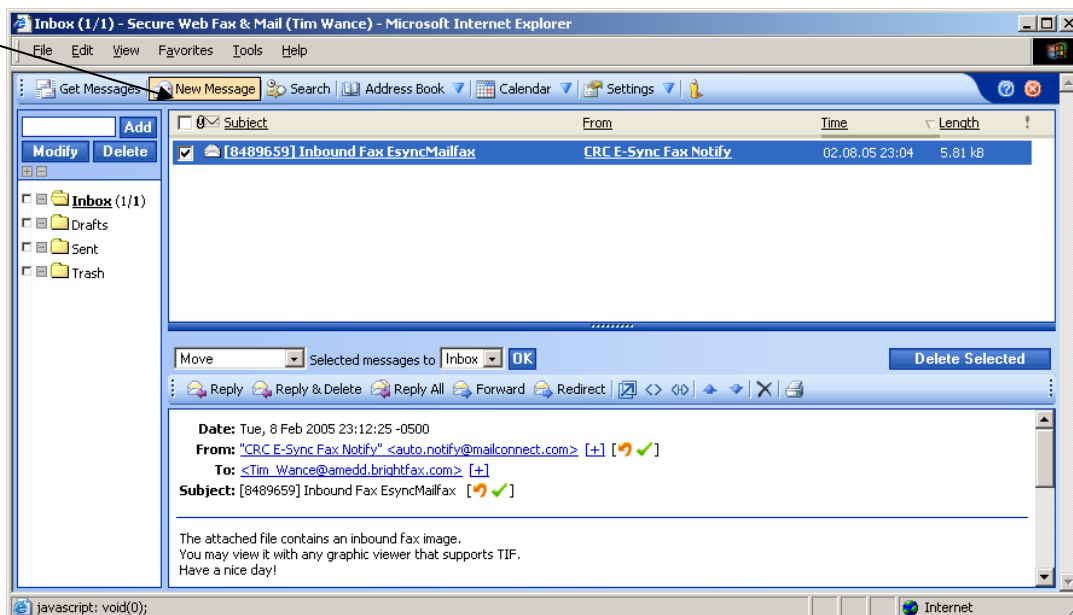
- By clicking the 'Get All' option the Shared Mailbox faxes will appear and be distinguished with a colored checkbox and standard naming convention in the preview pane similar to below:



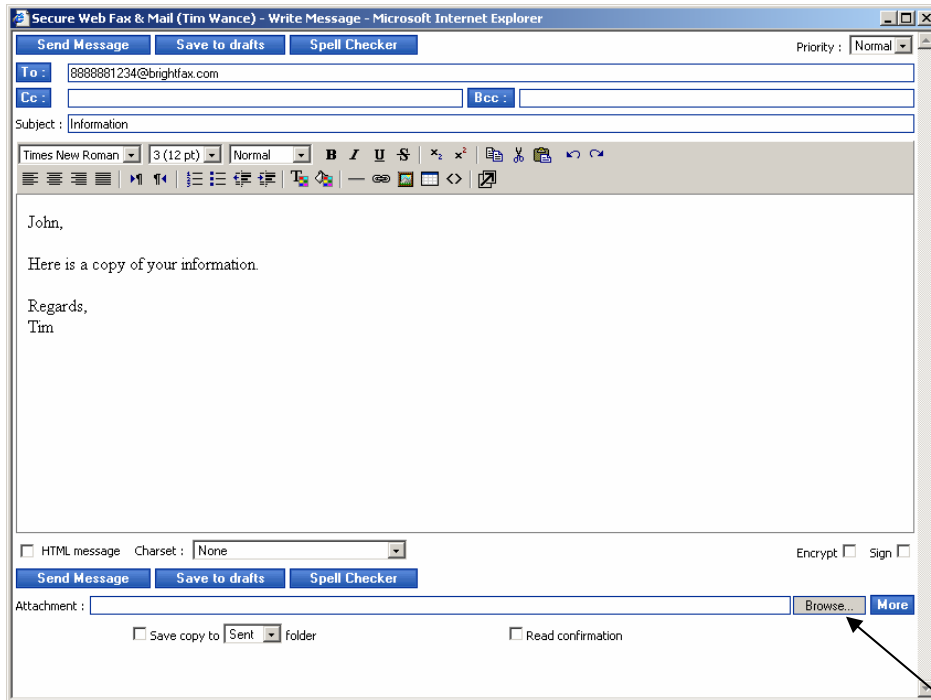
- When initially opening the fax please remember to refresh the screen!
- All faxes from the Shared Mailbox can then be viewed and modified by the various users who have been added to the Shared Mailbox account.

Sending Faxes

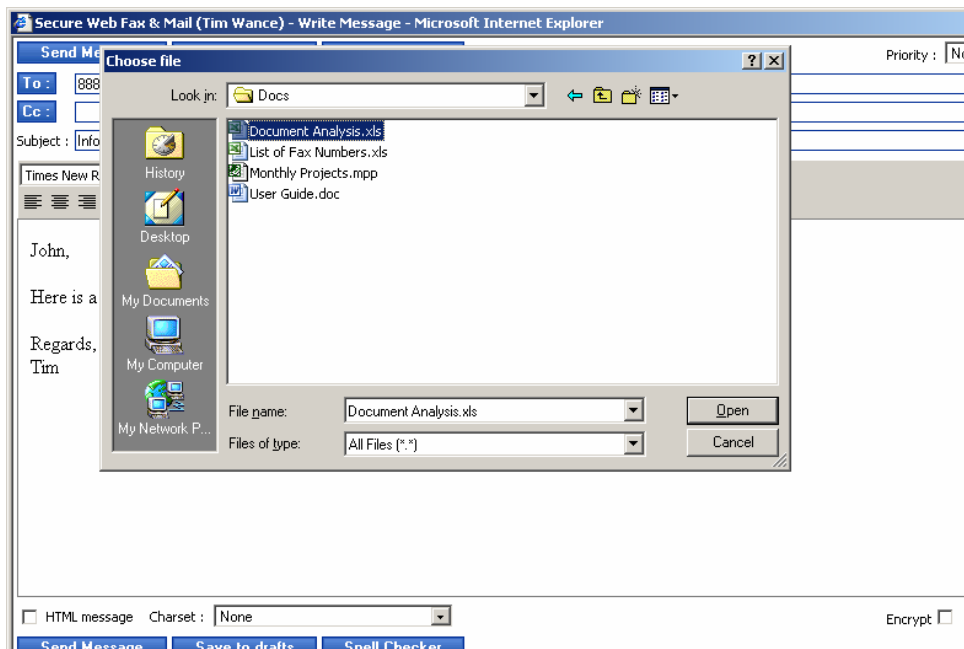
- To send a fax click on 'New Message' at the top of your screen.



2. The following screen will appear. Fill in the 'To' field using the format: faxNumber@brightfax.com.



3. Fill in the Subject and Message body.
4. If you would like to attach a file to this message:
 - a. Click on the 'Browse' button.
 - b. Find the file that you would like to attach and click 'Open'.



5. The path will appear in the bottom of the screen. Click 'Send Message'.

Secure Web Fax & Mail (Tim Wance) - Write Message - Microsoft Internet Explorer

Send Message Save to drafts Spell Checker Priority: Normal

To: 8888881234@brightfax.com

Cc: Bcc:

Subject: Information

Times New Roman 3 (12 pt) Normal B I U S x x² [Icons]

John,

Here is a copy of your information.

Regards,

Tim

☒ HTML message Charset: None Encrypt ☐ Sign ☐

Send Message Save to drafts Spell Checker

Attachment: C:\Documents and Settings\My Documents\Docs\Document Analysis.xls Browse... More

☐ Save copy to Sent folder ☐ Read confirmation

6. When your fax has been sent you will receive a confirmation email like the one below:

File Edit View Favorites Tools Help

Get Messages New Message Search Address Book Calendar Settings

	Subject	From	Time
<input checked="" type="checkbox"/>	Fax CONFIRM Notification: Information	CRC E-Sync Fax Notify	02.08.05
<input type="checkbox"/>	[8460769] Inbound Fax EsyncMailfax	CRC E-Sync Fax Notify	02.08.05
<input type="checkbox"/>	[8460732] Inbound Fax EsyncMailfax	CRC E-Sync Fax Notify	02.08.05

Move Selected messages to Inbox OK

Reply Reply & Delete Reply All Forward Redirect [Icons]

Date: Tue, 8 Feb 2005 22:17:57 -0000
From: "CRC E-Sync Fax Notify" <auto.notify@mailconnect.com> [+]
To: <Tim Wance@amedd.brightfax.com> [+]
Subject: Fax CONFIRM Notification: Information []

Delivery Notification

Document: 1875671-0
Subject: Information

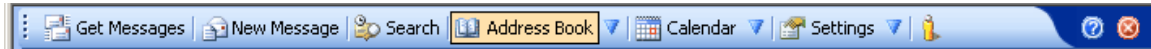
Your fax to John Doe at 8888979917 transmitted successfully.

The fax was delivered on Thu, 3 Feb 2005 12:17:57 -0500

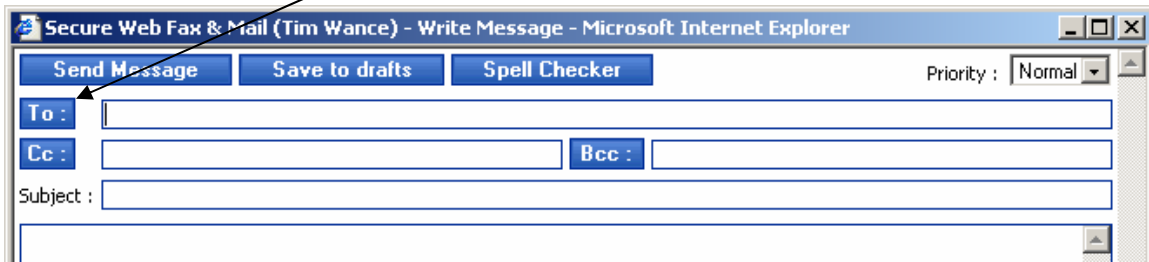
4 page(s) delivered in 69 second(s)

Using the Address Book

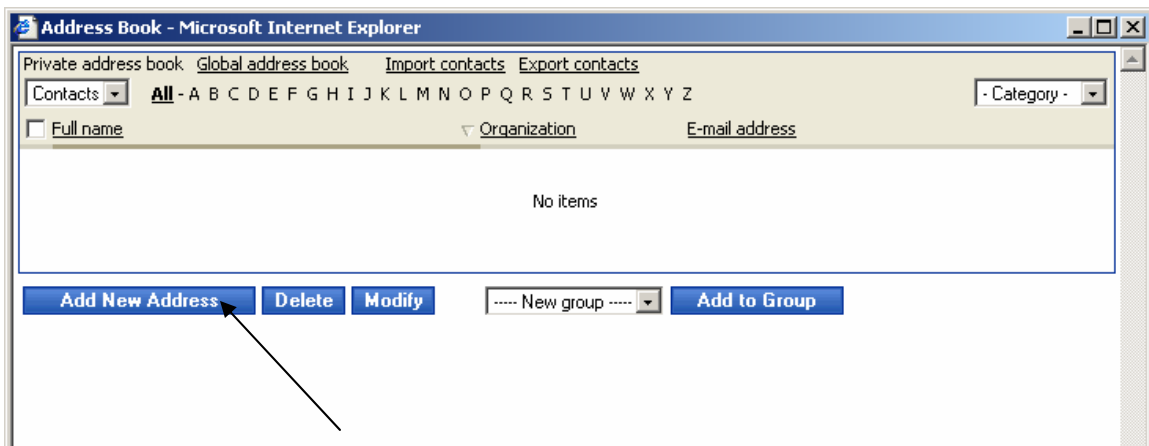
1. Access the address book either by clicking on the 'Address Book' button at the top of the screen:



or by clicking the 'To' button when you create a new message:



2. A new window will appear like the one below:



To add a new contact click 'Add New Address'.

3. Fill in the information like the window below. When complete click 'Save'.

Secure Web Fax & Mail (Tim Wance) - Address Book - Microsoft Internet Explorer

Save **Cancel**

Contact name : John Doe

Name : Title: Mr. First name: John Middle name: Surname: Doe

Nick name : Johnny

Category : Human Resources **Categories**

E-mail address :

I. john.doe@mycompany.com

II.

III.

Organization [+]

Phones [+]

Other addresses [+]

Other [+]

Public Certificate (PEM Format) [+]

Save as: ☒ Database ☐ Text file

Sharing: ☒ Private ☐ Public

Sharing settings: (Public & friends)

Save **Cancel**

5. Your contact will then appear in your list. To send an email to a contact, simply click the name or email address.

Address Book - Microsoft Internet Explorer

Private address book Global address book Import contacts Export contacts

Contacts: All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z - Category -

<input type="checkbox"/>	Full name	Organization	E-mail address
<input type="checkbox"/>	John Doe		john.doe@mycompany.com

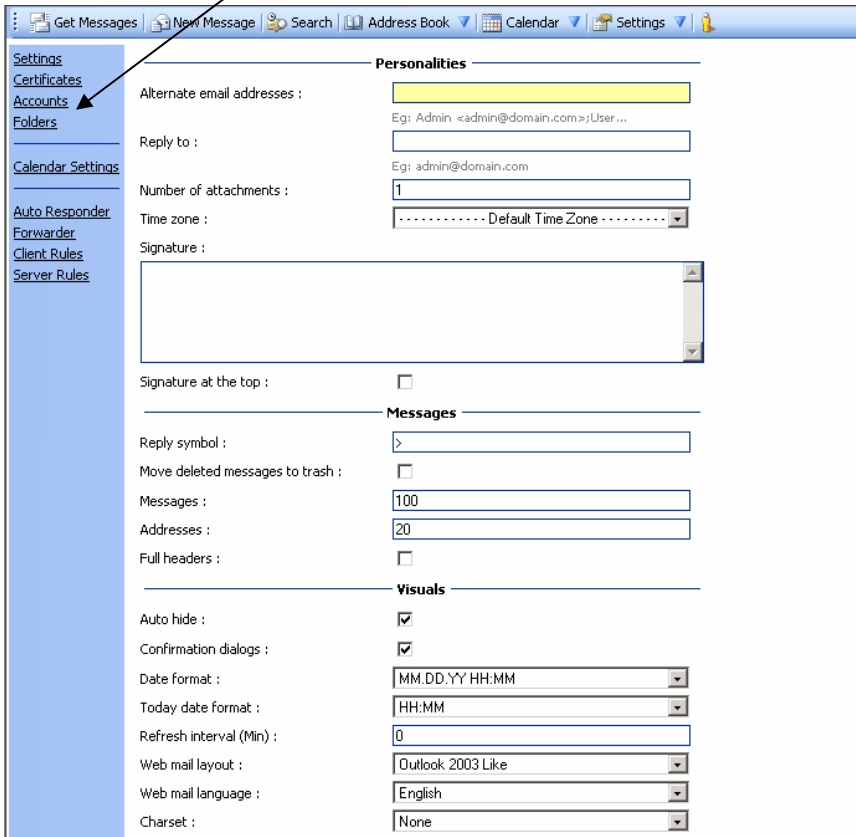
Add New Address **Delete** **Modify** ----- New group ----- **Add to Group**

Resetting Your Password

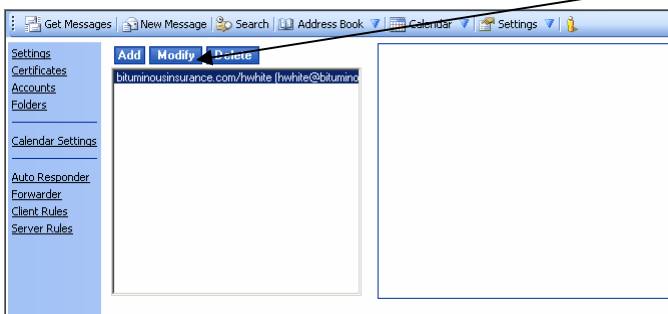
1. Click on 'Settings' in the menu bar:



2. Click on 'Accounts' in the menu on the left:



3. Your account will be highlighted, click on 'Modify'



4. Type your new password in the 'Password' text box and re-type it again in the 'Confirm Password' text box. The password must be a minimum of 8 characters and 2 characters must be numeric.

Account

Account name : bituminousinsurance.com/hwhite
E-mail address : hwhite@bituminousinsurance.com
E.g: admin@domain.com

Password :
Confirmed password :

Name :
E.g: Admin

Color :

5. Click 'Save Changes.' Your password has now been changed.

Logging Out

To log out of webmail simply click the 'X' button in the upper right hand corner as shown below:

